What to do if... (Troubleshooting)

If you have a problem, check the following before contacting your Lexus dealer.

The doors cannot be locked, unlocked, opened or closed

You lose your keys

- If you lose your mechanical keys, new genuine mechanical keys can be made by your Lexus dealer. (→P. 124)
- If you lose your electronic keys, the risk of vehicle theft increases significantly. Contact your Lexus dealer immediately. (→P. 126)

The doors cannot be locked or unlocked

- Is the electronic key battery weak or depleted? (→P. 784)
- Is the power switch in ON mode?
  When locking the doors, turn the power switch off. (→P. 221)
- Is the electronic key left inside the vehicle?
  When locking the doors, make sure that you have the electronic key on your person.
- The function may not operate properly due to the condition of the radio wave. (→P. 136)

The rear door cannot be opened

- Is the child-protector lock set?
  The rear door cannot be opened from inside the vehicle when the lock is set. Open the rear door from outside and then unlock the child-protector lock. (→P. 147)

The trunk lid is closed with the electronic key left inside

- The function to prevent the electronic key from being left inside the trunk will operate and you can open the trunk as usual. Take the key out from the trunk. (→P. 129)

If you think something is wrong

The hybrid system does not start

- Did you press the power switch while firmly depressing the brake pedal? (→P. 220)
- Is the shift lever in P? (→P. 222)
- Is the electronic key anywhere detectable inside the vehicle? (→P. 131)
- Is the steering wheel unlocked? (→P. 222)
- Is the electronic key battery weak or depleted?
  In this case, the hybrid system can be started in a temporary way. (→P. 835)
- Is the 12-volt battery discharged? (→P. 836)

The shift lever cannot be shifted from P even if you depress the brake pedal

- Is the power switch in ON mode?

  If you cannot release the shift lever by depressing the brake pedal with the power switch in ON mode (→P. 830)

The steering wheel cannot be turned after the hybrid system is stopped

- It is locked automatically to prevent theft of the vehicle. (→P. 222)

The windows do not open or close by operating the power window switches

- Is the window lock switch pressed?
  The power window except for the one at the driver's seat cannot be operated if the window lock switch is pressed. (→P. 194)

The power switch is turned off automatically

- The auto power off function will be operated if the vehicle is left in ACCESSORY mode for a period of time. (→P. 222)

A warning buzzer sounds during driving

- The seat belt reminder light is flashing

  Are the driver and the front passenger wearing the seat belts? (→P. 808)
- The parking brake indicator is on

  Is the parking brake released? (→P. 232)

Depending on the situation, other types of warning buzzer may also sound. (→P. 805, 815)

An alarm is activated and the horn sounds

● Did anyone inside the vehicle open a door during setting the alarm?
The sensor detects it and the alarm sounds. (→P. 91)

Do one of the following to stop the alarms:
- Unlock the doors or open the trunk.
- Turn the power switch to ACCESSORY or ON mode, or start the hybrid system.

A warning buzzer sounds when leaving the vehicle

● Is the message displayed on the multi-information display?
Check the message on the multi-information display. (→P. 815)

A warning light turns on or a warning message is displayed

● When a warning light turns on or a warning message is displayed, refer to P. 805, 815.

When a problem has occurred

If you have a flat tire

- Stop the vehicle in a safe place and replace the flat tire with the spare tire. (→P. 818)

The vehicle becomes stuck

- Try the procedure for when the vehicle becomes stuck in mud, dirt, or snow. (→P. 845)